



PDAP

PARTNER DATA
ACCESS PORTAL

An Overview



IDAHO DEPARTMENT OF
HEALTH & WELFARE

How do I get
access – or
remove
someone's
access if they
leave?

To get access:

Partners complete the PDAP MOU for their organization and then send a complete and signed user agreement for each clinician by email to:

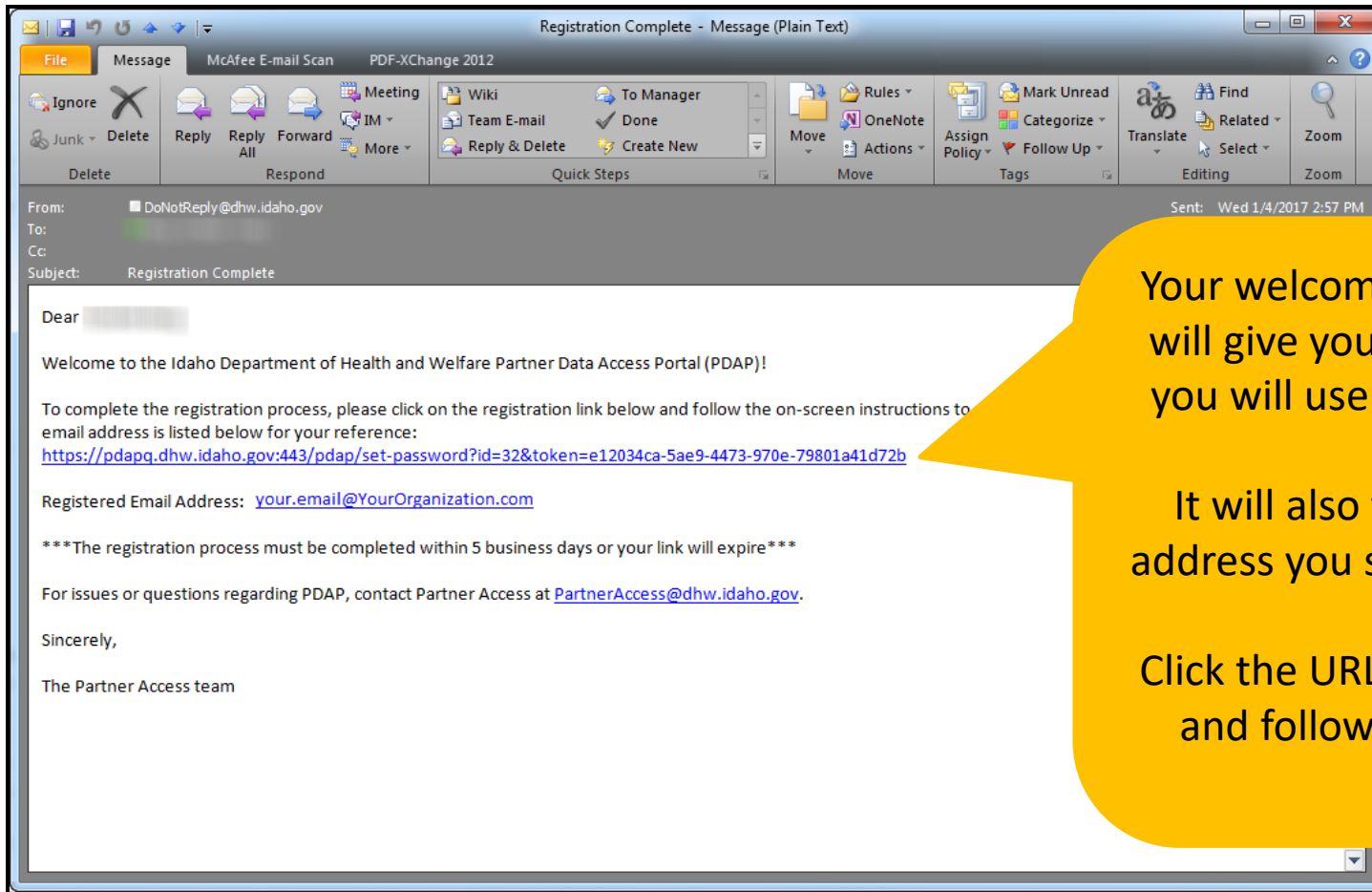
PartnerAccess@dhw.idaho.gov

Once the individual is given access to PDAP, they will receive an email with the URL and login instructions.

To remove access: When a staff member who has PDAP access leaves your organization, email:

PartnerAccess@dhw.idaho.gov

You received the email saying you have access to PDAP. Now what???



Your welcome email from PDAP will give you a URL (link) which you will use to set a password.

It will also tell you the email address you should use to log in.

Click the URL (link) in the email, and follow the instructions.

You must log in within 5 business days or your link will expire. In that case, send an email to [PartnerAccess@dhw.idaho.gov](\"mailto:PartnerAccess@dhw.idaho.gov\") to have the link resent.

[https://pdap.dhw.idaho.gov](\"https://pdap.dhw.idaho.gov\")

1

RESET PASSWORD

Please set a new password below:

Password:

Re-enter Password:

SAVE

You will be required to create a password
the first time you log in...

PDAP / PARTNER DATA
ACCESS PORTAL

Welcome to the Partner Data Access Portal!
Please log into your account in order to view
information for your organization.

...and follow the steps to protect
your Idaho PDAP Account.

The next few slides will walk you
through the steps to set up
additional authentication in order
to protect the customer data.

2



Settings

Protect Your Idaho PDAP
Account

Two-factor authentication enhances the security of your
account by using a secondary device to verify your identity.
This prevents anyone but you from accessing your account,
even if they know your password.

This process will help you set up your account with this added
layer of security.

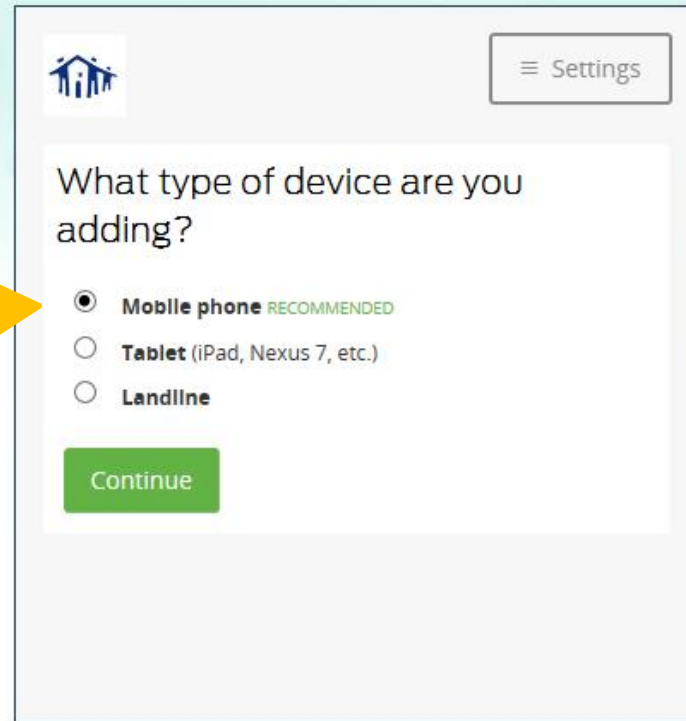
Start setup

In addition to your username and password, PDAP requires that you have a second authentication (like a second login). This is for added security to protect customer data. The second authentication will come through a mobile phone, a tablet, or a landline.

You can select whichever you prefer. **It is recommended that you set up a Mobile phone if at all possible.**

No matter which device you add, **the phone number must be a number that is exclusive to you**, and is not a phone line you share with someone else.

Once you have this set up, the system will send a message to the device you select, and you accept it in order to access PDAP the first time.

A screenshot of a mobile application interface for the Idaho Department of Health & Welfare's PDAP system. At the top left is a logo of a house with three stylized figures. At the top right is a 'Settings' button with a hamburger menu icon. The main heading is 'What type of device are you adding?'. Below this are three radio button options: 'Mobile phone' (which is selected and has the word 'RECOMMENDED' in green text next to it), 'Tablet (iPad, Nexus 7, etc.)', and 'Landline'. At the bottom is a green 'Continue' button.

Settings

What type of device are you adding?

☒ **Mobile phone** RECOMMENDED

☐ **Tablet** (iPad, Nexus 7, etc.)

☐ **Landline**

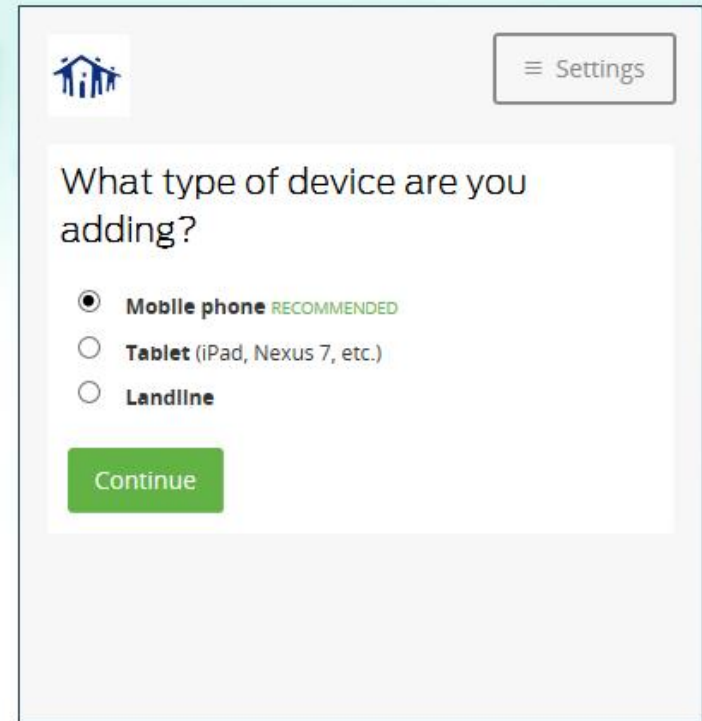
Continue

The next few slides show the steps to complete the setup on a Mobile phone.

Regardless of which device you add the steps will be similar:

1. You will provide some information about your device.
2. The setup on your screen will walk you through the steps required so that the system can communicate with your device and confirm the second authentication.

The most important part is to simply follow the instructions on your computer screen as you complete this setup.

A screenshot of a mobile application setup screen. At the top left is a blue icon of a house with three people. At the top right is a 'Settings' button with a hamburger menu icon. The main text asks 'What type of device are you adding?'. There are three radio button options: 'Mobile phone' (selected and marked 'RECOMMENDED' in green), 'Tablet (iPad, Nexus 7, etc.)', and 'Landline'. At the bottom is a green 'Continue' button.

Settings

What type of device are you adding?

☒ **Mobile phone** RECOMMENDED

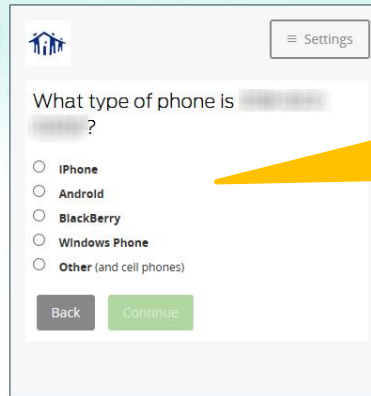
☐ **Tablet** (iPad, Nexus 7, etc.)

☐ **Landline**

Continue

PDAP / PARTNER DATA ACCESS PORTAL

Welcome to the Partner Data Access Portal!
Please log into your account in order to view
information for your organization.



What type of phone is [redacted] ?

- ☐ iPhone
- ☐ Android
- ☐ BlackBerry
- ☐ Windows Phone
- ☐ Other (and cell phones)

Back Continue

When you select Mobile, the setup will walk you through entering your phone number and selecting what type of phone you have (iPhone, Android, etc.).

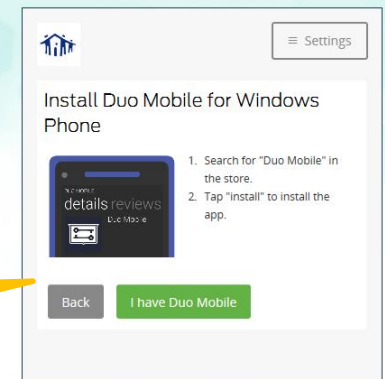
Next, it will tell you to download and install the app for your phone.

You must accept the use of a camera with this app.

Once the app is installed on your phone, click the green button on your computer that says **I have Duo Mobile installed.**

PDAP / PARTNER DATA ACCESS PORTAL

Welcome to the Partner Data Access Portal!
Please log into your account in order to view
information for your organization.



Install Duo Mobile for Windows Phone

1. Search for "Duo Mobile" in the store.
2. Tap "install" to install the app.

Back I have Duo Mobile

PDAP / PARTNER DATA ACCESS PORTAL

Welcome to the Partner Data Access Portal!
Please log into your account in order to view
information for your organization.



A screenshot of a web browser showing the Duo Mobile activation page. The page has a light blue header with the PDAP logo and a "Settings" button. The main content area is titled "Activate Duo Mobile for Windows Phone" and features a QR code. To the right of the QR code are three numbered instructions: 1. Open Duo Mobile, 2. Tap the "scan barcode" button, and 3. Scan this barcode. Below the instructions is a link that says "Or, have an activation link emailed to you instead." At the bottom of the form are two buttons: "Back" and "Continue".

You will now activate it by scanning a barcode.

The barcode will appear on your computer monitor, like the image here, and you will scan it with your phone.

To successfully scan, **follow the instructions on your computer screen.** The steps will be slightly different depending on which type of phone you have.

PDAP / PARTNER DATA ACCESS PORTAL

Welcome to the Partner Data Access Portal!
Please log into your account in order to view
information for your organization.

A screenshot of the Duo Mobile activation page, similar to the one in the first image, but with a green checkmark overlaid on the QR code. The instructions and buttons remain the same.

After you have scanned the barcode, you can click Continue on your computer.

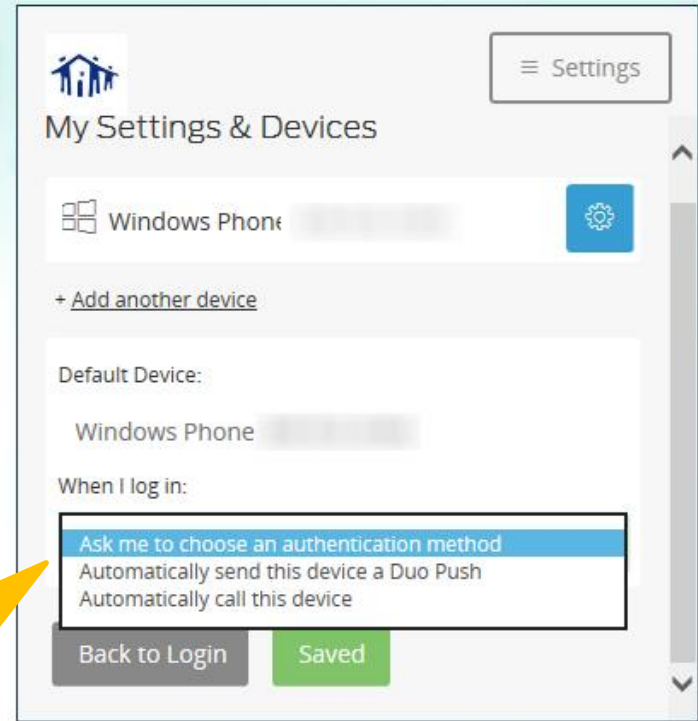
PDAP | PARTNER DATA ACCESS PORTAL


Welcome to the Partner Data Access Portal!
Please log into your account in order to view information for your organization.

You can choose to receive what's called a Duo Push to your mobile, or to receive a phone call upon login.



Regardless of which one you select, you must accept the request or you will not be able to log on to PDAP.

Now that the setup is out of the way, let's take a look at what you will see once you successfully login.



 Settings

My Settings & Devices

 Windows Phone 

+ [Add another device](#)

Default Device:

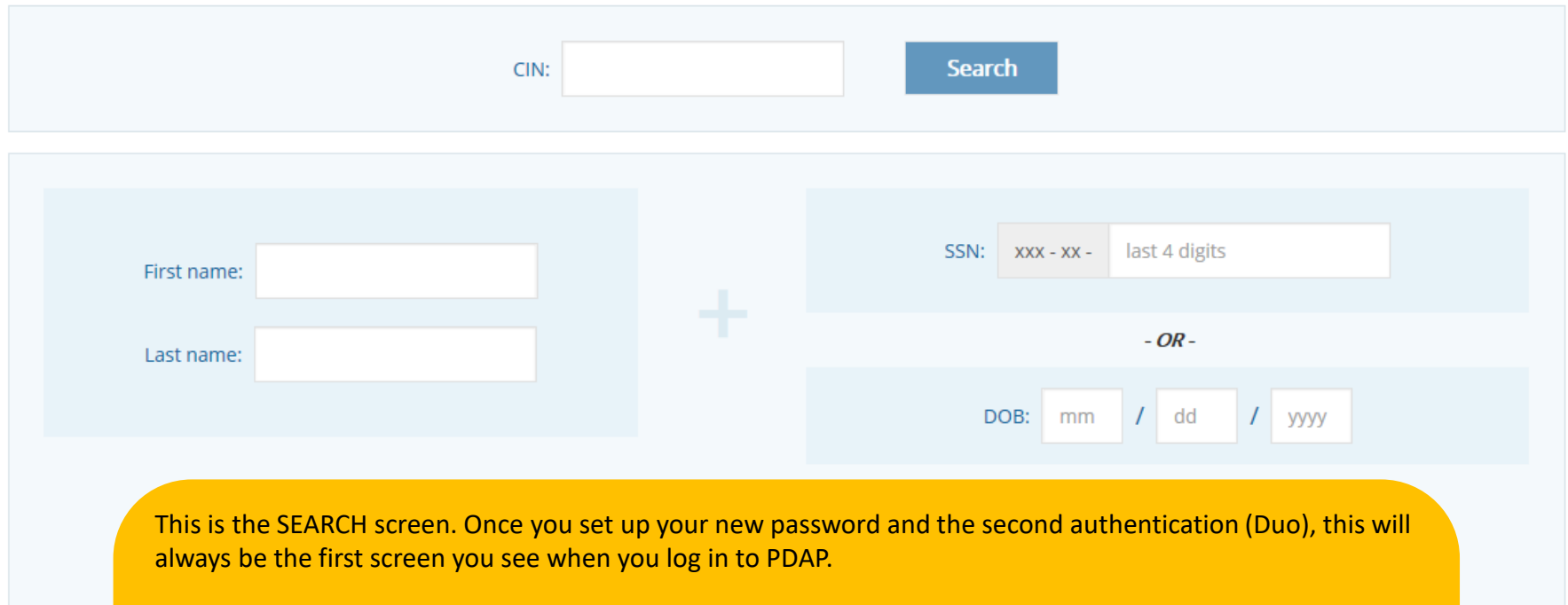
Windows Phone

When I log in:

- Ask me to choose an authentication method
- Automatically send this device a Duo Push
- Automatically call this device

[Back to Login](#) [Saved](#)

User Search



The form is divided into two main sections. The top section is a light blue bar containing a 'CIN:' label, a text input field, and a blue 'Search' button. The bottom section is a larger light blue box containing two search criteria groups separated by a plus sign and an 'OR' option. The first group has 'First name:' and 'Last name:' labels with corresponding text input fields. The second group has an 'SSN:' label with a masked input field (xxx - xx - last 4 digits) and a 'DOB:' label with a date input field (mm / dd / yyyy).

This is the SEARCH screen. Once you set up your new password and the second authentication (Duo), this will always be the first screen you see when you log in to PDAP.

What do you need to know before you start searching??

- ✓ **All of this information is confidential.** Never search for anyone other than your current customer.
- ✓ **You need multiple data points to search by** (detailed on the next slide). In other words, you can't just search a customer's first name and browse through the results.
- ✓ **A successful search will provide information about one customer.** If you need to look at information about multiple people in the same household, you will need to do multiple searches.

You must have a minimum of the following customer info to run a search:

First Name, Last Name and Date of Birth

OR

First Name, Last Name and the last 4 of the SSN

User Search

CIN:

Search

1

First name:

Last name:

+

SSN:

xxx - xx -

last 4 digits

- OR -

DOB:

mm

/

dd

/

yyyy

Search

2

[Reset all filters](#)

Type your search criteria, and either click **Search**, or press Enter on your keyboard.

Reset all filters will clear your fields to start a new search.

You can also use just the **CIN** – Client Identification Number - which is a DHW-generated number - for a Search.

If you use the CIN, you don't have to use any other search criteria.

User Search

1

CIN:

2

Search

First name:

Last name:

+

SSN:

- OR -

DOB: / /

Search

Reset all filters

User Search

The form is titled "User Search" and contains several input fields and buttons. At the top, there is a "CIN:" label followed by an empty input field. Below this, there are two main sections separated by a plus sign (+). The left section contains "First name:" with the value "a" and "Last name:" with the value "harsh". The right section contains "SSN:" with a masked input "xxx - xx - last 4 digits" and "DOB:" with three input fields for "mm", "dd", and "yyy". Below these sections is a red error message box that says "Either SSN or DOB is required." At the bottom of the form, there is a dark blue "Search" button and a "Reset all filters" link.

CIN:

First name:

Last name:

SSN:

- OR -

DOB: / /

Either SSN or DOB is required.

Search [Reset all filters](#)

You will see an error message if you try to search and you don't have enough information to search with.

If you enter enough search criteria, you can expect one of three things to happen.

1. No search results are found
2. Multiple search results are found
3. An exact match is found

You will see an example of each on the next three slides.



User Search

CIN:

First name:
Last name:

+

SSN:
- OR -
DOB: / /

1

No matches found.

No search results: If PDAP doesn't find a match, you will see this message.

2

Multiple search results: In this example, PDAP found one customer with the exact match on the name, and one customer with a slightly different name and the same four digits on the SSN.

When you do get multiple results on your search, try to get more information from your customer so you can select the correct record.

If one of the results is the correct record, simply click the Name of the customer to see their information.

The search interface includes fields for 'First name' (Michelle), 'Last name' (Michelle), 'SSN' (xxx - xx - 1111), and 'DOB' (mm / dd / yyyy). A blue 'Search' button and a 'Reset all filters' link are at the bottom. A plus sign (+) is between the name and SSN sections, and '- OR -' is between the SSN and DOB sections.

Search results

Name	DOB	SSN	CIN
Michelle Michelle	02/02/2002	*****1112	0011111111
Michele Michaels	04/04/2004	*****1111	0077777777



Q / Danielle D Daniels

Danielle D Daniels

CIN: 0222222222

DATE OF BIRTH: 10/30/1950

SSN: ***** 2222

▼ HIDE PERSONAL INFORMATION



Physical Address:

1234 Main
ANY CITY, ID 83111



Cell Phone:

(208)555-5555



Mailing Address:

PO Box 111
ANY CITY, ID 83111

Results for December 2016

SELECT PERIOD:

DECEMBER ▼



2016 ▼

3

An exact match: Your search criteria can also return a single exact match. In this case, when you click SEARCH (or press Enter on your keyboard), you will immediately see the person details screen, and you will not see a list of search results to choose from.

Continue to the next slide for more details.

What information can you expect to see?

Q / Danielle D Daniels

Danielle D Daniels

CIN: 0222222222

DATE OF BIRTH: 10/30/1950

SSN: ***** 2222

▼ HIDE PERSONAL INFORMATION



Physical Address:

1234 Main
ANY CITY, ID 83111



Cell Phone:

(208)555-5555



Mailing Address:

PO Box 111
ANY CITY, ID 83111

On the top part of the screen, you can see the contact information and other details for the person you searched for.

You can click **HIDE PERSONAL INFORMATION** to see just their program information.

Results for December 2016

SELECT PERIOD:

DECEMBER ▼



2016 ▼

SNAP



SNAP Eligibility: **Participating**

SNAP Re-Evaluation Due: 02/2017

SNAP Benefit Amount: \$220.00

 / Danielle D Daniels

Danielle D Daniels

CIN: 0222222222

DATE OF BIRTH: 10/30/1950

SSN: ***** 2222

▼ HIDE PERSONAL INFORMATION

Click the magnifying glass to return to the Search page.



Physical Address:

1234 Main
ANY CITY, ID 83111



Cell Phone:

(208)555-5555



Mailing Address:

PO Box 111
ANY CITY, ID 83111

Month / Year – the current month automatically displays, so if you need to view a different month, you will need to change the date with the month and year drop-downs.

Results for December 2016

SELECT PERIOD:

DECEMBER ▼

2016 ▼

January
February
March
April
May
June
July
August
September
October
November
December

SNAP



SNAP Eligibility: **Participating**

SNAP Re-Evaluation Due: 02/2017

SNAP Benefit Amount: \$220.00

The bottom of the screen displays information regarding the SNAP program.

What do you need to know??

- ✓ Each customer will show information about the SNAP program.
- ✓ You will see eligibility and some benefit details. For example, the customer's SNAP program shows the eligibility as "Participating", when the next re-evaluation is due, and the benefit amount.

Results for December 2016

SELECT PERIOD:

DECEMBER ▼



2016 ▼

SNAP



SNAP Eligibility: **Participating**

SNAP Re-Evaluation Due: 02/2017

SNAP Benefit Amount: \$220.00



Q / Robert R Roy

Robert R Roy

CIN: 0123456789

DATE OF BIRTH: 08/08/1968

SSN: ***** 0000

▼ HIDE PERSONAL INFORMATION



Physical Address:

1234 Main
ANY CITY, ID 83111



Cell Phone:

(208)555-5555



Mailing Address:

PO Box 111
ANY CITY, ID 83111

Results for December 2016

SNAP

SNAP Eligibility: No record found for this month

✓ **The SNAP program will always display, even if a customer is not eligible for a program.** Seeing the SNAP program name does NOT mean a customer is participating in the program. For Example if SNAP shows “No record found for this month”, that simply means the customer has not applied for or received SNAP benefits for the display month.



Q / Robert R Roy

Robert R Roy

CIN: 0123456789

DATE OF BIRTH: 08/08/1968

SSN: ***** 0000

▼ HIDE PERSONAL INFORMATION



Physical Address:

1234 Main
ANY CITY, ID 83111



Cell Phone:

(208)555-5555



Mailing Address:

PO Box 111
ANY CITY, ID 83111

The SNAP program below shows an example of what it looks like if a customer is denied benefits. You can see that it shows Discontinued for the eligibility, and provides a reason, as well.

Results for December 2016

SELECT PERIOD:

DECEMBER ▼



2016 ▼

SNAP



SNAP Eligibility: **Discontinued**

SNAP Eligibility Reason: Failed to complete determination



Log out

PDAP will log you out with a “timed out” message after 30 minutes of inactivity, so make sure you log out.

Click the **down-arrow** next to your email address, then click **Log out**.

The image below shows what it will look like if you get “timed out”.

If you do get timed out, simply log on again.

CIN: 0123456789

SSN: ***** 0000



Your session timed out because the app was
not used for 30 minutes.
Please log in again to resume use of PDAP.



Email Address:

Password:

What if I forget my password?

Forgot Password: Follow the onscreen instructions to resetting a password.

Click the “Forgot password?” hyperlink on the main PDAP login page.
<https://pdap.dhw.idaho.gov>

PDAP / PARTNER DATA ACCESS PORTAL

Welcome to the Partner Data Access Portal! Please log into your account in order to view information for your organization.

Email Address:

Password:

Login

[Forgot password?](#)

Forgot your password?

Please enter your email to start the password reset process.

Email

Submit

Enter the email address associated with your PDAP account and click "Submit."

✓ If youremail@account.com has a PDAP account, password reset instructions will be emailed shortly. ✕

Once you've submitted your email address, you will see a confirmation message appear on the login page.

Check your email and follow the instructions in the message to reset your password.

Email Address:

Password:

Login

PARTNER DATA
ACCESS PORTAL

portal! Please log into



PDAP

PARTNER DATA
ACCESS PORTAL

PDAP Link

Add a bookmark to your browser with the following link to access PDAP after registration is complete.

<https://pdap.dhw.idaho.gov/pdap/login>

Questions or Issues?

Contact Partner Access

PartnerAccess@dhw.idaho.gov



IDAHO DEPARTMENT OF
HEALTH & WELFARE